

Choices for Care Evaluation

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Objectives

- Explain Role in Evaluation

- Describe ADRD Policy Brief



Findings

Recommendations

- Describe Evaluation Report



Findings

Recommendations

- Ask for Assistance

UMMS Role in Evaluation

Develop
Evaluation Plan

Implements
Evaluation Plan

Independent
Evaluator

Researches
Policy Issues
for CFC

Provides
Technical
Assistance

ADRD Policy Brief Methods

Telephone
Interviews



Literature
Reviews



Policy Brief

Benefits

Choice and options

24 hour options in
facility settings

Implementation of
Adult Family Care

Overall Quality of CFC Services

Good

Excellent

Findings

Recommendations

Policy Brief

Challenges

Current
HCBS options



Winnowing of choice
to
facility options

Findings

Cognitive Assessments in
ILA



Process for requesting
variance is unclear

Recommendations

Policy Brief

Challenges

Maintaining
Continuity of Care:
non-medical providers

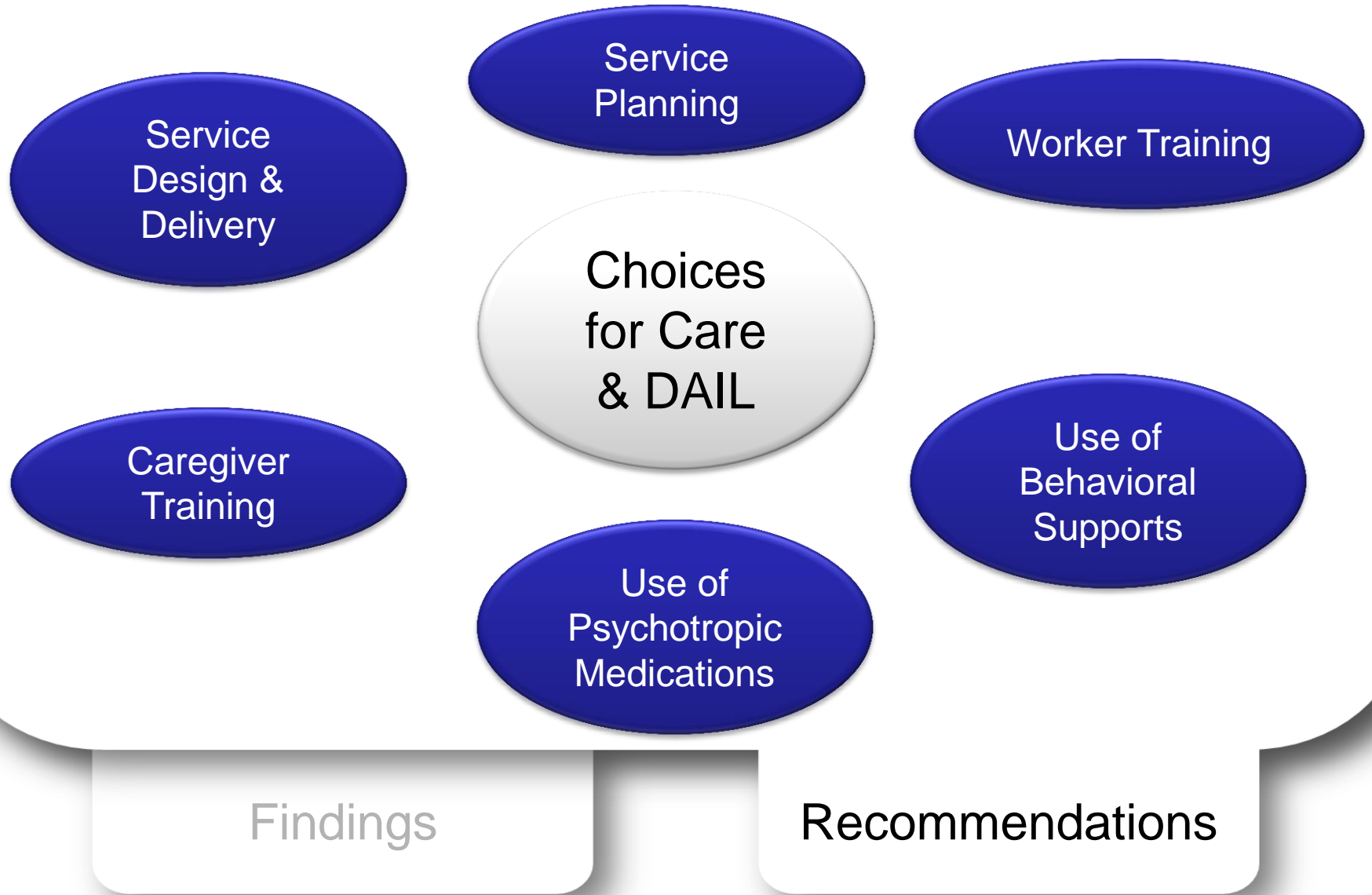
Limited
Transportation

Reluctance to accept
services
Fear, Denial, Stigma

Findings

Recommendations

Policy Brief



Policy Brief

Service
Design &
Delivery

- Investigate residential habilitation, supportive living options and technological approaches for “closer to” 24 hour care
- Explore additional/flexible services by for Moderate Needs Individuals
- Create best practice forums for providers and stakeholders

Findings

Recommendations

Policy Brief

Service Planning

- Encourage agencies and other stakeholders to develop toolkits and materials to facilitate planning
- Create toolkits and materials to encourage planning

Findings

Recommendations

Policy Brief

Worker Training

- Establish and maintain a statewide ADRD training workgroup

Findings

Recommendations

Policy Brief

- Participate in a workgroup to identify strategies to better meet the needs by shifting the culture toward person centered planning
- Use best practice forums to disseminate specific programs and trainings

Use of
Behavioral
Supports

Findings

Recommendations

Policy Brief

- Work to review the role of nurses to assist with medication management in HCBS settings
- Use best practice forums to offer training

Use of
Psychotropic
medications

Findings

Recommendations

Policy Brief

Caregiver
Training

- Provide CFC-specific materials
- Work to develop various types of public awareness vehicles

Findings

Recommendations

Evaluation Report: Methods

34 Global Indicators

Focus on Relevant and Feasible Measures

Outcomes with Process

Secondary Data Reviews

Evaluation Key Findings

- CFC maintained a high level of quality and satisfaction
- CFC increased in its ability to serve participants in the community
- CFC maintained good ratings of timeliness of service or sense of choice and control
- Many settings met participants' needs

Evaluation Key Findings (con't)

- CFC remained budget neutral
- A decline in a key quality of life domain, the social life domain, emerged for the first time among HCBS participants
- Self-rated health remained steady
- Person-centered planning and direction is an area for improvement across settings.

Evaluation Report: By Domain

Information
Dissemination

Access

Effectiveness

Experiences
with Care

Quality of Life

Waiting List

Budget
Neutrality

Health
Outcomes

Service Array
and Amounts

Evaluation Report: By Domain

Information Dissemination

CFC maintained gains or improved related to listening to needs and preferences and control

Access

The eligibility measures related to access declined in terms of financial eligibility

Effectiveness

- Increasing numbers of Highest and High Needs participants living in home and community settings
- No waiting lists for High Needs participants
- CFC has room for improvement related to meeting needs of Moderate Needs group

Evaluation Report: By Domain

Experiences with Care

- CFC maintained positive gains in courtesy and satisfaction
- Potential issue: problems and problem resolution within specific services (including Homemaker Services, Flexible Choices and Personal Care)

Quality of Life

- HCBS QoL measures high: someone to listen, someone in an emergency and safety.
- NF/ERC QoL measures high: friendships with staff and safety
- QoL domains decreases in 2012: social life , personal goals and services and whether the help made life better for Homemaker and Personal Care

Waiting List

- No waiting list for the High needs group
- There is a Moderate Needs waiting list, even though there were unspent funds

Evaluation Report: By Domain

Budget Neutrality

- Issue of savings: defined as unobligated funds
- CFC met budget neutrality requirements, while reinvesting unobligated funds strategically

Health Outcomes

CFC participants self-reported rating of health remained the same, with no decline

Service Array and Amounts

- In almost every setting, the number of individuals being served increased since 2006
- CFC is also implementing an additional HCBS setting, Adult Family Care

Evaluation Report: Recommendations

Access

Eligibility Determination System Challenges

DCF

DAIL

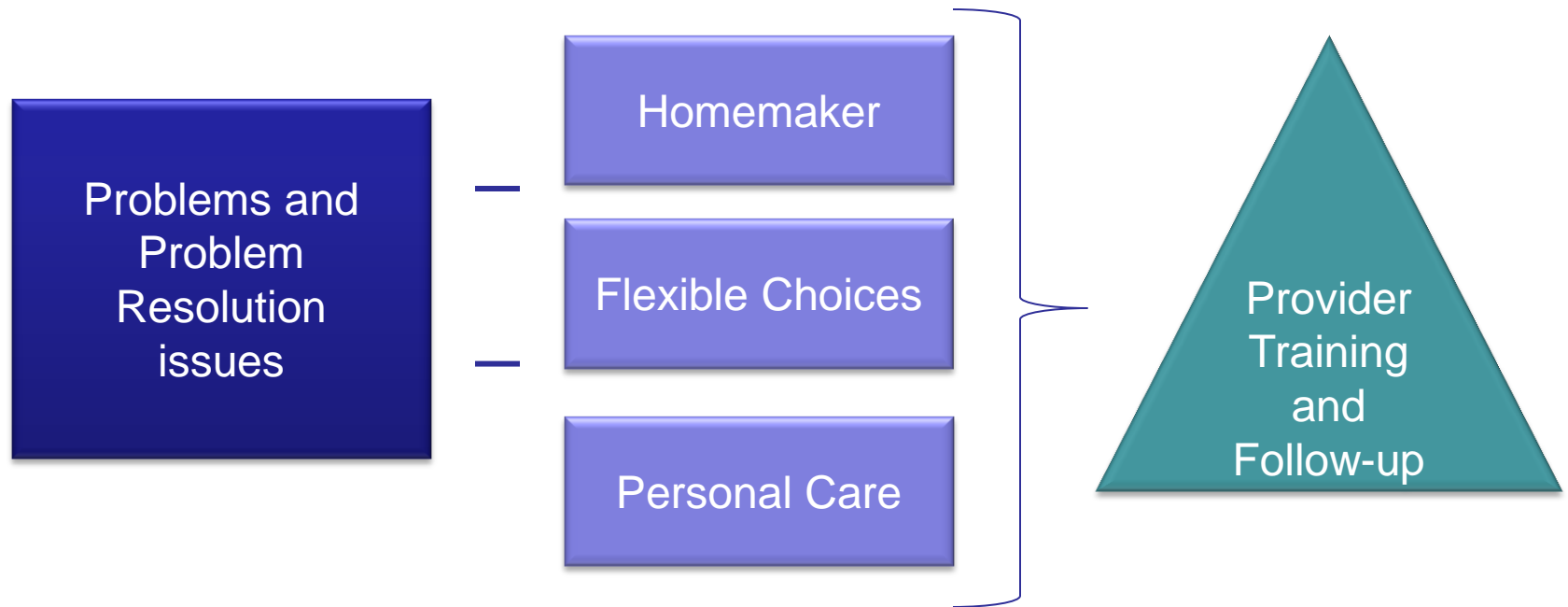
Workgroup

Assess delays and
timeliness ratings

Develop description
of the eligibility
determination
process

Evaluation Report: Recommendations

Experience of Care



Evaluation Report: Recommendations

Person – Centered Planning/ Quality of Life



Training

- Providers
- Participants
- Stakeholders



Emphasis Across
Continuum including
Moderate Needs



*Independent Living
Assessment*

Review

Evaluation Report: Recommendations

Waiting List

Increasing
applicant list
for
Moderate
Needs Group
with \$\$\$ left
unspent

— Exploration similar to Flexible Choices

—  Pool of Non-Medical Providers

— Person-centered services

Evaluation Report: Recommendations

Evaluation

Vermont
Long-Term Care
Consumer Survey

Align

My Interview
Satisfaction
Survey



Questions focused on:

Quality of Life
Personal Goals
Experience with Care
Health Outcomes

Next Steps: Questions

- What are unanswered/ unasked questions related to outcomes?
- What are additional survey questions?
 - HCBS: Quality of Life
 - Facility:
 - Health
 - Personal Goals
 - Overall quality of help received
 - Part of Planning
 - Choice of Setting



Next Steps: Policy Brief Topics

- Implementation and Process Evaluation of Adult Family Care
- Assessment and Service Authorization
- Person-Centered Planning
- Moderate Needs Group
- Assistive Technology
- Other Topics?



For More Information...

- Evaluation Reports
- Policy Briefs
- HCBS Consumer Surveys

Head over to.....

<http://ddas.vermont.gov/ddas-publications/publications-cfc/evaluation-reports-consumer-surveys/cfc-evaluation-rpts-consumer-surveys>